![DTS Department of Technology Services logo]

**State of Utah**                                    **Product Description**

# VIDEO SURVEILLANCE SYSTEMS (SURVEILLIX / EXACQVISION)

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|---|---|
| **Effective Date**: | July 1, 2014 |
| **Revision Date**: | March 30, 2014 |
| **Version**: | 1.0.0 |
| **Product Owner:** | Bill Garner, DABC |
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The Department of Alcoholic Beverage Control uses Video Surveillance devices for in-store, warehouse, and corporate office security.  These devices are instrumental in providing visual security, reducing theft and aiding local law enforcement in prosecuting shoplifters.  Standard configuration includes 24/7 operation, control of up to 32 analogue and 8 IP motion-activated cameras in each location, and storage of video for up to 2 months.  All Surveillance devices are accessible remotely from the corporate office via the WAN.

The hours of support required for the Surveillance System are listed below.

| Application | Support Hours | Days of Week |
|---|---|---|
| Surveillance System | 24 X 7 | Monday - Sunday |

## Product Features and Descriptions

| Feature | Description |
|---|---|
| Motion-activated Video Recording | Records fixed-location video from up to 32 cameras, each of which is activated by motion within the location.  All video images are time stamped using input from the atomic clock. |
| Video Storage | Each device features 5 to 10 terabytes of internal storage allowing the retention of up to 3 months of images before overwriting commences. |
| Video search, playback, and copying. | Video images can be searched, played back, and/or burned to CD either on the in-location device or remotely from DABC Corporate Offices over the WAN. |

| | |
|---|---|
| Availability | These systems provide a physical security deterrent against pilfering, shoplifting, and assault at all DABC locations and need to be in continuous operation:<br>▪ Warehouse:   24 x 7<br>▪ Office:           24 x 7<br>▪ Club Stores:  24 x 7<br>▪ Retail Stores: 24 x 7 |
| Program modifications | Program bug fixes and/or system enhancements are deployed on schedule as prioritized and agreed upon by the DABC executive management and the ITAC members. |

## Features Not Included

| Feature | Explanation |
|---|---|
| Contract Administration | New items are purchased individually with a 3-year maintenance agreement only. |

## Rates and Billing

| Feature | Description | Base Rate |
|---|---|---|
| Installation & Configuration | Devices are configured with store specific setup and additional software/patches. | On-site Tech Support Specialists within established rates. |
| Video search, play, and copying. | Assist in searching and copying video when problems are incurred by DABC staff. | On-site Tech Support Specialists within established rates. |
| Maintenance, Upgrades, and Replacement | Routine maintenance, software patches, upgrades and replacements as required. Hardware costs are a DABC expense. | On-site Tech Support Specialists within established rates. |

## Ordering and Provisioning

DABC and/or DTS personnel report system bugs or support needs using the help desk process currently in place.  Hardware issues are attended to by the on-site Technical Support Specialists and are referred to the system vendor if still under warranty.  Assistance with device operation and/or video extraction and copying (for in-agency use, law enforcement, or other needs) is provided as required.

## DTS Responsibilities

1. Acquire the necessary equipment at the expense of the DABC
2. Configure, install, upgrade, and repair devices as necessary
3. Support 24x7uptime except for scheduled maintenance.
4. Provide support during normal business hours (5x8) and call-out as necessary outside these hours (early mornings, evenings, and weekends).
5. Provide O/S and anti-virus updates and patches as necessary.
6. Ensure that DABC conforms to DTS security standards.
7. Schedule routine maintenance in coordination with the DABC.
8. Provide instruction and training to DABC trainers
9. Assist in the recovery, storage, and review of video segments as necessary for agency or law enforcement investigations.

## Agency Responsibilities

1. Provide user training for DABC staff.
2. Allow down-time during for scheduled maintenance.
3. Report problems to DTS staff.
4. Purchase new/replacement systems & components for upgrades & maintenance.
5. Provide wiring for cameras.
6. Configure and install cameras.

## DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

| Metric Description | Target |
| --- | --- |
| Availability during production hours based on 24 Hrs/Day, 7 Days/Week (43,680 min/mo). | 99% Availability |

**Resolution Time:**
Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

| Total Time to Resolution | Target: Percent of Tickets Meeting Priority Timelines |
| --- | --- |
| Low priority - 6 Business hours | 90% |
| Medium priority - 4 Business hours | 90% |
| High priority – 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 95% |

**Initial Response:**
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
| --- | --- |
| Low priority – 1 Business hour | 85% |

| Medium priority – 1 Business hour | 85% |
|---|---|
| High priority – 1 Clock hour | 90% |
| Critical priority – 30 Clock minutes | 95% |

**First Contact Resolution:**

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

| Metric Description | Target |
|---|---|
| First Contact Resolution | 95% of all incidents reported resolved on initial contact |

**Customer Satisfaction Surveys and Reporting:**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

| Metric Description | Target |
|---|---|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 95% of respondents satisfied |